



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1615-MC

DATE: February 5, 2016

TO: Iowa Medicaid Providers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: WellCare of Iowa, Inc. Reassignment

EFFECTIVE: Immediately

*******This letter replaces Informational Letter No. 1611-MC dated January 29, 2016*******

As a reminder, WellCare of Iowa, Inc. is no longer an available managed care organization (MCO) option through the IA Health Link program. Members who were initially assigned to WellCare of Iowa, Inc., or had chosen WellCare of Iowa, Inc., have been reassigned to one of the three available MCOs. This reassignment is based on a random algorithm, dividing members evenly among the MCOs.

Impacted members will receive a reassignment letter the first week of February, to notify them of this change. The reassignment letter can be viewed [here](#).

Members may select a new MCO by February 17, 2016, for coverage beginning March 1, 2016, pending final federal approval. If members do not make a selection, they will keep the MCO which was randomly assigned to them. Members may change their MCO for any reason until May 18, 2016, and for reasons of "Good Cause" after that.

To date seven percent of members transitioning to the IA Health Link program, have actively made an MCO selection. More than 90 percent of members will remain with the MCO they have been assigned to, which is consistent with previous Iowa Medicaid programs which offer a choice in coverage.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909, or email at IMEproviderservices@dhs.state.ia.us.

If you receive inquiries from members, direct them to the IME Member Services Unit at 1-800-338-8366, or email at IMEMemberServices@dhs.state.ia.us.

